

# Congress of the United States

## House of Representatives

COMMITTEE ON OVERSIGHT AND REFORM

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### Opening Statement of Chairman Carolyn B. Maloney Subcommittee on Government Operations Hearing on “The Holiday Rush: Is the Postal Service Ready?” November 16, 2022

Thank you, Chairman Connolly, for holding this important and timely hearing.

The Postal Service is one of our most cherished and valuable institutions. It’s even in the Constitution. Our dedicated postal employees deliver to more than 160 million locations, six days a week. They operate at the center of a \$1.6 trillion dollar mailing industry that employs more than 7 million people and delivers nearly half the world’s mail. Postal workers truly bind our nation together, ensuring that millions of Americans have access to essential items like medicine and Social Security checks.

**We were reminded just last week of the critical role the Postal Service plays as millions of Americans once again opted to vote by mail during the midterm elections. And in the coming weeks, activity at post offices and mail processing plants around the country will ramp up significantly with a wave of holiday mail and packages.**

**Unfortunately, as we all know well, the Postal Service’s performance has been slower and less reliable since Postmaster General DeJoy made operational changes in 2020 without testing them first, and without communicating fully with employees or customers.**

So I’m proud that this Committee has delivered for postal customers in recent years. We’ve delivered with strong oversight and with historic—and bipartisan—legislative reform. **Earlier this year, President Biden signed my Postal Service Reform Act into law. The law—which I was proud to co-author with Ranking Member Comer—put the Postal Service on sound financial footing after decades of decline.**

The new law lowered Postal Service retiree healthcare costs and removed the burdensome retiree healthcare pre-funding obligation—all while preserving six-day delivery and freeing the Postal Service to experiment with new products and services.

**This Committee has also led the way in providing the Postal Service new resources to replace its old, unreliable, gas-guzzling delivery vehicles.** At my urging, along with this Committee, the Postal Service will now be using billions of dollars made available in the Inflation Reduction Act to deploy a new electric vehicle fleet. I am grateful that the Postal Service has agreed that at least half of the initial order of Next Generation Delivery Vehicles will be electric. Now, the Postal Service needs to go fully electric—and build a robust charging network to support these vehicles.

Over time, these investments will reduce costs, improve reliability, and help the Postal Service more efficiently deliver letters and packages—while also contributing to urgent efforts to cut greenhouse gas emissions.

Thanks to the work of this Committee, the Postal Service is in an excellent position to move past the challenges that have held it back in recent years. **But I still have concerns about service quality at the Postal Service. On-time performance has rebounded from the steep decline we saw in 2020. First Class Mail is once again delivered on schedule about 90 percent of the time. But the Postal Service achieved these gains, at least in**

**part, by weakening its own service standards.**

**And as Chairman Connolly has noted, other troubling recent trends, like a spike in mail thefts, threaten Americans' trust in the mail. On top of that, the Postmaster General is still planning potentially disruptive service changes.**

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